INFORMATION TECHNOLOGY DEPARTMENT

P.O. Box 970 • 414 E. First Street • Newberg, Oregon 97132 • 503.537.9421

ADVERTISEMENT
POST UNTIL September 6, 2013

INFORMATION TECHNOLOGY DEPARTMENT
INVITES APPLICATIONS FOR

IT HELP DESK SPECIALIST

(Part-time position, 25 hours per week)

Hourly Pay: $15.00.
The position does not include medical, dental, or vision benefits.

THE POSITION:

The IT HELP DESK SPECIALIST is responsible for completing tasks such as delivering technical customer support over the phone; identify, troubleshoot and resolve a wide range of computer related problems; identify evaluate and solve end-user workstation problems. Work with IT staff to determine resolution, creation, route and coordination of help desk tickets, and other duties as assigned. Coordinate, install, and maintain PC hardware/ software and all peripherals.

QUALIFICATIONS:

Knowledge, Skills, Abilities: Excellent communication skills; Knowledge of Windows, word processing and spreadsheet applications, Microsoft Server and network applications. General knowledge and troubleshooting skills required. Ability to multi task and work with others. Ability to interact with vendors in a positive manner while protecting the interests of the City; ability to coordinate equipment repair; ability to maintain accurate records; excellent driving record and valid drivers license required. Must be able to pass a background check and a national fingerprint-based record.

Experience Level: Entry-level (1-2 years Information Technology experience).

Education: High school diploma or GED.

ESSENTIAL JOB FUNCTIONS:

1. Respond to Help Desk requests.

2. Assist in the implementation of software and hardware upgrades and installations.

3. Troubleshoot and repair computer hardware and software.

4. Maintain records of service provided.

5. Maintain a working, cooperative relationship with Staff.

6. Perform others tasks as assigned.

JOB REQUIREMENTS:

Language Skills: Ability to read English and comprehend complex technical language. Ability to write memos and correspondence in English. Ability to effectively present information in one-to-one small group situations.

Mathematical Skills: Ability to perform basic mathematical calculations with a high degree of accuracy.

Reasoning Ability: Ability to apply common sense to carry out detailed, but basic, written or oral instructions in English. Ability to deal with problems involving a few concrete variables in standardized situations.

Other Skills and Abilities: Ability to work collaboratively and establish and maintain effective working relationships with co-workers, supervisor(s), staff, students, parents and community.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to walk and may be continuously required to stand. The employee will frequently bend or twist at the neck and trunk while performing the duties of this job. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch or crawl. The employee continuously uses hand strength to grasp tools. The employee must be able to lift and/or move up to 50 pounds. The employee may be required to sit at a desk and use a computer for long periods of time.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Works in an office environment. Able to use a telephone, operate a computer, and use other office equipment. Ability to drive to other sites and meetings.

TERMS OF EMPLOYMENT:

Part-time, 25 hours per week. Working hours are Monday-Friday. Exact working hours will be discussed and agreed with the successful candidate.

This position pays $15.00 per hour.

SELECTION PROCESS

Formal application rating on education, training and experience; oral interview and reference check; and job related tests may be required. A successful criminal background check and national fingerprint-based record check will be required as a condition of employment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Applications are available from:

City of Newberg
Human Resources Department
Online Application at http://newbergoregon.gov/
mail: P.O. Box 970
location: 414 E. First Street
Newberg, OR 97132
503.537.1261

Closing Date: September 6th, 2013 **by 4:00 pm**
Applications are required and must be received in the
Human Resources Department no later than this date and time.

The City of Newberg is an Equal Opportunity /Affirmative Action Employer and a Drug & Violence Free Workplace

This employment opportunity is open to all persons without regard to race, color, religion, national origin, age, sex, marital status, political affiliation, veterans' status, physical or mental disability, sexual orientation, gender identity or any other status protected by federal, state or local laws.